



# Web Based Training

## State Training Center (STC) *Virtual Classroom*

- Professional development courses
  - Designed specifically for government professionals
  - 24-hour access from your desktop at work or home
  - Continuing Education Units
    - Designed by credentialed Instructional Designers
    - Customized courses available for groups
    - Facilitated by university instructors
    - Technical support 7 days a week
    - Competitively priced
    - Asynchronous mode
    - Easy navigation

For additional class dates and the  
latest updates, please visit our website  
[www.dpa.ca.gov](http://www.dpa.ca.gov)



Department of Personnel Administration  
Training and Continuous Improvement Division  
State Training Center *Virtual Classroom*  
[www.dpa.ca.gov/tcid/stc/virtual/virtual1.shtm](http://www.dpa.ca.gov/tcid/stc/virtual/virtual1.shtm)



## Time Management

This interactive on-line course, equivalent to an eight-hour class, engages students in eliminating obstacles to productivity, developing effective tactics for organizing and managing tasks, and establishing a productive work environment. The course provides tips, tools, and techniques that enable students to set and achieve goals while minimizing stress, redundancies, and distractions. Through discussion and planning exercises, students apply skills that help them achieve greater efficiency and balance in their lives.

Topics include:

- Planning and goal setting
- Problem solving and progress checks
- Prioritizing
- Delegating
- Managing interruptions

## The Power of Words - A Spelling and Vocabulary Course

This interactive on-line course, equivalent to a 12-hour class, will help participants acquire strategies to expand their vocabularies and improve their spelling skills.

Participants will significantly enhance their abilities to:

- Use dictionaries knowledgeably and skillfully
- Spell words with greater ease and confidence than ever
- Increase vocabulary by learning to comprehend unfamiliar words in relation to familiar words within various contexts
- Appreciate that words, when used thoughtfully, *can* convey meaning accurately
- Experience enjoyment with an increased command of the English language

## Completed Staff Work

This course for analysts will prepare you to effectively recommend solutions to management problems. The completed staff work process results in a product that will require only the manager's signature to implement recommendations.

- Identify barriers/problems that may be encountered in doing staff work and alternative solutions to overcoming those barriers
- Identify factors to consider when preparing a recommendation
- Employ a seven-step approach in analyzing a practical, work-related case
- Prepare a written recommendation using the "action memo" format

## Grammar Matters

This interactive on-line course, the equivalent to a 24-hour class, will help participants bolster their confidence as users of the language by:

- Reviewing the fundamental principles of English grammar
- Explaining contemporary rules of usage, punctuation, sentence construction, and mechanics
- Describing the characteristics of an effective style, with an emphasis on conciseness, clarity, and simplicity
- Providing participants with an opportunity to assess their own strengths and weaknesses through editing and proof-reading exercises

## Strategic Planning Overview

This interactive on-line course, equivalent to an eight-hour class, will illustrate:

- The basic concepts of Strategic Planning and how it differs from other forms of planning
- The process of conducting an internal and external assessment
- Long-term vs. short-term planning and how to identify resources needed to facilitate the plan
- The process for developing the mission and vision statements and linking them to a strategic plan
- Strategies for communicating the plan throughout the organization and achieving "buy-in." Government examples will be discussed
- Processes for obtaining feedback on the progress of the strategic plan and linking this with the organization's budget

## Performance Appraisal

During this course for supervisors and managers, you will learn the knowledge and skills necessary to prepare, plan, and conduct performance appraisals and communicate expectations and results.

- Prepare and plan the performance appraisal and communicate expectations and results
- Develop job performance standards and measurements
- Demonstrate how to monitor and improve job performance by using coaching, counseling, and motivational techniques
- Document all key aspects of an employee appraisal and development interview

## **Project Management**

This interactive on-line course, the equivalent to a 24-hour class, will instruct students how to:

- Develop strategic and tactical plans for creating projects
- Prepare effective requests for proposals
- Conduct negotiations between a customer and a contractor
- Audit a work breakdown structure and set of work plans or packages
- Understand bar charts, activity networks, and work breakdown structures
- Identify and evaluate the risks involved in projects and how to cope with them
- Provide an effective system for monitoring and controlling a project's performance

## **Analytical Skills**

If you are considering a career as an analyst, this program will help you understand the role of the analyst and the basic skills required. It will also give you the opportunity to perform assignments typical to a government analyst. You will be able to assess your interest and skill level in performing analytical work and build your knowledge and confidence to advance within government service.

- Identify the role of the staff analyst in state service and contrast it with the role of the manager
- List the seven steps of systematic analysis
- Recognize different types of data and their application
- Design a data collection survey
- Apply a spreadsheet methodology to diagnose a problem

## **Written Communication**

This course will help you learn strategies for presenting information effectively. You will learn to write clearly, concisely, and correctly.

- Test the readability of documents for specific audiences by applying criteria that identify potential communication problems
- Identify and use appropriate graphic, layout, and typographic devices to supplement or replace text and improve information access and retrieval
- Analyze your audience and purpose for writing
- Develop paragraphs to create coherence and flow
- Edit for clarity, conciseness, and accuracy

## **Legislative Process/Bill Analysis**

This overview of the legislative process helps participants follow the path of a bill from its introduction in the Assembly to its signature by the Governor.

- Outline the organization, staffing and committee structure, and legislative process for the California Legislature
- List and describe the key sections of a bill and summarize how it becomes law
- Identify the key components and sections of a bill
- Identify at least ten resources that unlock the mystery of the legislative process and discuss how to utilize these resources effectively
- Describe how the Executive Branch (departments, agencies, Governor's office) works with legislative staff throughout the legislative process

## **Interpersonal Communication Skills**

This course will help you to interact more effectively with others; to increase your ability to understand and be understood; and to better be able to impact behavior, both yours and of those around you.

- Apply an understanding of the communication process to your interactions with others
- Learn how to deal with difficult people
- Recognize the role of perceptions and assumptions in communication
- Identify and avoid communication barriers and obstacles
- Listen effectively and provide meaningful feedback
- Understand attitudes and their impact on communication and behavior
- Utilize an understanding of non-verbal communication in your interpersonal interactions

### **What's Next?**

Please tell us which new courses you'd like to see on the web. Simply go to:  
[www.csus.edu/rce/stc/index.html](http://www.csus.edu/rce/stc/index.html)  
and click on the "tell us" button. Enter your comments and click the submit button.  
We appreciate your input regarding future course developments!

**For additional course information and dates, please visit our website at**  
[www.dpa.ca.gov/tcid/stc/virtual/virtual1.shtm](http://www.dpa.ca.gov/tcid/stc/virtual/virtual1.shtm)



## How to Register

To enroll in a class at the STC *Virtual Classroom*, your department must submit an approved Program Registration (STD 697). The STD 697 can be downloaded from our website by clicking on the Downloads button. *Please be sure to include a correct Internet E-Mail address.* The STD 697 must be signed by your approval authority. You can fax your registration to us at (916) 324-4050.

Please contact your Departmental Training Office for further information or you may call us at (916) 445-5121.

After you are registered, you will receive your user name and password and be directed to your STC *Virtual Classroom* log-on site. You simply log-on, "enter" your course user name and password, and begin your STC *Virtual Classroom* experience. **All students must read the "Student Orientation Guide" and the "Introduction to Web CT" module.** It is highly recommended that you read the guide prior to the class start date. Both of these publications explain how to properly navigate the course, participate in the Conference, post assignments, and answer questions about access and log-in procedures. All students who successfully complete a STC *Virtual Classroom* course with a 70% passing score will be awarded Continuing Education Units (CEUs) from California State University, Sacramento, and will receive a personalized, signed certificate of Professional Development.

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### **System Requirements:**

**Internet Browser:** Netscape 4.0+ or later, Microsoft Internet Explorer 4.0+, or AOL version 4.0 for Windows 95. Any reliable Internet service provider will suffice.

**Operating System:** Windows 95 or later, or Macintosh 7.0+ or later.

**Computer Memory:** At least 16 megabytes of RAM, though 32 to 64 megabytes is recommended and may be necessary depending on your computer system.

**Processor:** A Pentium-class CPU or higher is recommended, or an Apple 68030 CPU.

**Modem Speed:** At least 28,800 baud, though we recommend 56,000 or better.

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**If you do not know your system configuration, contact your LAN administrator. Please bookmark our website and visit it regularly for new course dates and information on new course availability.**

**Department of Personnel Administration**  
Training and Continuous Improvement Division

**STC *Virtual Classroom***

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